

## SC DMH Client Advocacy Report March 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>2</b>	<b>32</b>
<b>Harris</b>	<b>7</b>	<b>26</b>
<b>Morris Village</b>	<b>0</b>	<b>5</b>
<b>Hall</b>	<b>3</b>	<b>6</b>
<b>Tucker</b>	<b>0</b>	<b>0</b>
<b>BPH-Forensics</b>	<b>30</b>	<b>80</b>
<b>Mental Health Centers</b>	<b>35</b>	<b>95</b>
<b>Total</b>	<b>77</b>	<b>244</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>139</b>	<b>294</b>
	<b>16</b>	<b>58</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>9</b>	<b>4</b>	<b>17</b>	<b>6</b>	<b>30</b>
2) Admission & Discharge	<b>14</b>	<b>24</b>	<b>2</b>	<b>9</b>	<b>40</b>
3) Information & Advocacy	<b>11</b>	<b>7</b>		<b>5</b>	<b>18</b>
4) Physical Environment	<b>4</b>	<b>5</b>		<b>2</b>	<b>9</b>
5) Inpatient Rights	<b>26</b>	<b>32</b>		<b>19</b>	<b>58</b>
6) Personal Property & Money	<b>10</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>29</b>
7) Confidentiality & Consent	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>7</b>
8) Treatment	<b>7</b>	<b>9</b>	<b>81</b>	<b>30</b>	<b>97</b>
9) Other Rights Issues	<b>2</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>14</b>
<b>Total<sup>5</sup></b>	<b>84</b>	<b>95</b>	<b>123</b>	<b>91</b>	<b>302</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

<b>Type of Complaint Resolved</b>	<b>Inpatient Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	1	2		1	3
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	2	17	4	26
e. Neglect					
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	9	10		2	19
b. Community Placement (where)	3	5		3	8
c. Periodic Court Review	1	3		2	4
d. Questions, Education & Other	1	6	2	2	9
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2	4		5	6
b. Access to Legal Resources	3	3			6
c. Questions, Education & Other	6				6
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	2	2		2	4
b. Linens, Clothes & Toiletries	1	2			3
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy	2			1	2
b. Safety	1	5		2	6
c. Freedom, Privileges & Fairness	13	11		5	24
d. Communication	4	6		5	10
e. Health Care	6	10		6	16
<b>6) Personal Property &amp; Money</b>					
a. Property	6	3		7	9
b. Money, Entitlements, Rep. Payee	3	6	1	4	10
c. Billing Issues			7	3	7
d. Other Non-DMH Issues	1	1	1		3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	2	3	2	6
b. Breach of Confidentiality			1	1	1
c. Issues of Consent, Confidentiality, etc.					
<b>8) Treatment</b>					
a. Eligibility for Services	2		11	5	13
b. Accessibility to Staff & Treatment		2	33	15	35
c. Individualized, Client-Driven	5	3	37	10	45
d. Right to Refuse Treatment		4			4
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion		1		1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1				1
e. Housing			8	1	8
f. Legal assistance for Non-DMH issues	1	1	2	1	4

